

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Unitrac Railroad Materials, Inc.

Tennessee Manufacturing Extension Partnership

Unitrac Achieves ISO 9001:2000 Certification With Assistance from Tennessee MEP

Client Profile:

Unitrac Railroad Materials, Inc., located in Knoxville, Tennessee, has over 75 years of experience manufacturing and supplying American railroads with a full service line of track products, including new rail, relay rails, plates, bars, switches and turnout material. The company employs 30 people at its facility in Knoxville, Tennessee.

Situation:

Unitrac had been in a growth mode and realized that continued growth would require certification in the Association of American Railroads: M-1003 quality management standard. Unitrac's Plant Manager, Ray Matlock, approached the Tennessee Manufacturing Extension Partnership, a NIST MEP network affiliate, for help.

Solution:

Initially, TMEP began working with Unitrac on the M-1003 certification. After a few months, the company's strategy changed to ISO 9001:2000 certification, at the request of their largest supplier. TMEP supported the efforts of Unitrac by supplying both training and consultation by an internal resource. Unitrac achieved ISO 9001:2000 registration on their first audit. The company retained as well as increased sales as a direct result of the new quality management system certification.

Results:

- * Increased sales by \$2.5 million.
- * Invested \$3.6 million in plant equipment.
- * Invested \$115,000 in information management system.

Testimonial:

"There was tremendous pressure from our largest customer to attain the ISO accreditation. We had to continue with our plan as well as attain a new permanent employee. TMEP was able to step in and keep us on track as well as train our new hire."

Ray Matlock , Plant Manager